LOCKHEED MARTIN

We never forget who we're working for™

IQ People
Providing Superior Citizen Service

Citizen contact comes in all forms – postal mail, e-mail, personal visits, telephone calls, faxes, and public meetings. The people issue requests, complaints, compliments, and opinions. Many contacts require research, referral, or feedback from other organizations. Whether simple or complex, at the start of every contact is a person who needs to be served. Intranet Quorum® (IQ) People makes it possible to provide the superior citizen service people seek.
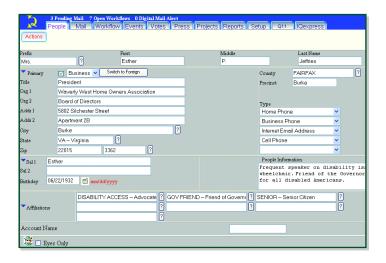
A Comprehensive Database Puts the Focus on People

The heart of IQ is a database of households, organizations, and people. Each person has unique attributes – name, address, telephone numbers, e-mail, affiliations, notes, and relationships. This "people database" is the hub of the IQ system from which workflow, correspondence, e-mail, events, and many other functions can be initiated and processed.

Centralized Information Ensures Fast and Efficient Retrieval

Without a centralized body of knowledge, processing citizen inquiries can involve many disconnected steps and far too many opportunities for failure. IQ People lets you keep the important information citizens expect. How do I reach John Doe? When did he contact me? What did he want? How did I help him? What is the status of his most recent contact? What issues is he interested in? What follow-up information should I be sending to him? When was the last time we met? IQ helps you track all this information and preserves it in a central repository for fast and efficient retrieval.

Technology Makes it Possible to Produce Results that Show You Care

As described in the *Washington City Paper* (August 2001), "The letters come from the helpless, the exhausted, and the beaten-down, people reaching out to a powerful figure who they reason, must be in a position to help them. Hundreds flood into the office every week, via post or fax or e-mail..." Although not all contacts carry this level of desperation, they all come from people seeking some form of help. From the citizen's perspective, a single request made to a single point of contact within the government should be enough to get results. IQ enables implementation of a program that achieves this result.

Keep Information Flowing to Improve Productivity

Applying citizen relationship management principles efficiently delivers information to management and staff. IQ People keeps a complete history of all past contacts made with the citizen. If requests or information needs to be referred to another organization, IQ enables staff to track progress and maintain accountability for follow-up.

Deepen Understanding of Needs and Issues with Each New Entry

With each new person or organization added to IQ People, management and staff can gain a deeper understanding of the constituency they serve. Who needs help? What is needed? How fast are responses being completed? Where are the bottlenecks? How can service be improved? IQ helps answer these questions and makes business process improvement easy to implement.

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Turning Data into Knowledge and Knowledge into Action

Contact Us Today for More Information about IQ People

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